

Bolsover District Council Listen, Involve and Respond Consultation Review 2018-19

This report provides examples of engagement with our residents and service users.

Providing Our Customers with Excellent Service

Increasing customer confidence and satisfaction with our services

Every year the Council engages with our residents and service users to explore their views in order to improve the services we provide. These were measured through our Citizens' Panel survey and are repeated biennially. The data trends are very stable over time.

In 2018/19 the following activities were carried out:

- Repeated the questions which measure **residents' attitude to their local area and the services they receive from the Council**.

The majority are satisfied with:

- their local area as a place to live **(73%)**
 - the way BDC runs things **(65%)**
 - feeling well informed about the services the Council provides **(70%)**
 - the Council's performance **(64%)**
 - how to complain **(66%)**
 - how to give their views **(61%)**
- Repeated the annual **satisfaction survey** amongst the users of the council-run **leisure facilities**. The survey uses a range of measurements to ascertain the importance of individual requirements as well as assessing customer loyalty. The results of this survey help us to understand which issues are important to customers and which they are satisfied or dissatisfied with. Customers can provide us with insights which allows the service to make changes and improvements to enhance customer experience. In 2018 the overall Customer Satisfaction Index was **79.70%**. Respondents felt that the "overall cleanliness of facilities" is the most important requirement, followed by "overall value for money". They were most satisfied with "friendliness of staff", "opening times of facilities", "overall value for money" and "professionalism of staff". The two key priorities for improvement are "overall cleanliness of facilities" and "temperature and condition of swimming pools".
 - Asked the Citizens' Panel to answer questions to help the Council produce a baseline **Social Value** for the district. The Public Services (Social Value) Act came into force in January 2013 requiring people who commission public services to think about how they can also secure wider social, economic and environmental benefits.

Social value can be defined as the quantification of the relative importance that people place on the changes they experience in their lives. Asking these questions enables the Council to better understand the make-up of the Citizens' Panel and the answers which contribute to Social Value are known as 'valuables'. The findings included:

Local Environment:

- 24.6% feel that teenagers hanging around the streets is a fairly big problem and 25% feeling that vandalism or graffiti is a fairly big problem
- 41.9% were very or fairly worried about being the victim of crime and 19.7% rate the level of anti-social behaviour in the area as high
- 67.2% think their neighbourhood is a good place to live and 66.5% of respondents felt they belong to their neighbourhood
- 72.5% regularly stop and talk to people in their neighbourhood

Financial Inclusion:

- 82.6% save money either from time to time or on a regular basis and 14.6% do not save
- 22.2% either owe money or have debts and of those respondents with debts, 42.8% report that the debt is burdensome. Only 2.9% of respondents report having difficulties paying for accommodation
- 33.2% of the panel feel they are living comfortably, and 37.6% feel they are doing alright
- 88.7% have regular access to the internet

Personal Development

- 26.5% of the panel volunteer at least once a month, with 15.3% attending voluntary groups at least once a month

Health

- 54% report they are in good or excellent health, whereas 17% are in poor or very poor health and 19.7% report that they suffer from anxiety or depression

- Mapped clients' changes to their health and wellbeing throughout and after their participation in the **Wellness Programme**. Evaluation is ongoing but it created improvements in efficiency and data protection.

Improving customer contact and access to information

- Measured importance of the Council-held **events** for residents each year on a variety of subjects. An important part of this process is gathering feedback from those who attend in order to improve our events and the promotion of them. The Landlord event was measured in this financial year and the overall satisfaction with this event was high (100%).
- Monitored the **Food Hygiene Rating Scheme** which is designed to allow consumers to make an informed choice about where to purchase their food. The Council's Food Safety Officers rate each food outlet based on the findings of their inspection. We conducted an ad hoc survey (both publically available online and via the Citizens' Panel) to explore the role of the Rating Scheme in residents' decision making. The majority (**76%**) had heard of a rating scheme and when shown the Food Hygiene Rating Scheme door sticker awareness rose to **86%**. Below half (**41%**) correctly stated that the Environmental Health team within the Council carried out the inspections for the scheme. Almost all (**99%**) agreed that businesses who have been inspected should have to display

their rating. Three-quarters (**75%**) said they would definitely make a decision based on a low rating. Over half (51%) would require a rating of at least 4 to consider buying food or eating out from a premises.

- Consulted with residents about the Council wanting to enable more people to build or commission their own home. To do so we needed to assess the level of demand for **self-build and custom build housing** development in the district. The views of residents were sought to aid the development of the scheme and related publicity. The survey was run online (and publicised through the website, Twitter account and The NEWS) as well as through the Citizens' Panel. Only **28%** claimed they would consider self-build if they were to move although a third (**31%**) had considered building their own home at some point. The main reasons for not progressing were it's easier to find a property already built (**57%**) and lack of knowledge about the process (**53%**). More than half (**52%**) thought that a self-build would cost less than buying an existing property but that it would take longer (**75%**) to build than a property on a commercial housing development. Over three-quarters (**76%**) were not aware of the government initiative "Right to Build". Only **15%** claimed to be interested in finding out more about custom and self-build with a further **15%** stating they were not sure. The majority of respondents (**77%**) would prefer to find information about the topic via In Touch or on the Council's website.
- Looked at how Members are supported by technology (laptops or iPads) in carrying out their roles and how online services such as the Extranet is used.
- Evaluated developments and activities concerning the **New Bolsover Model Village (NBMV)** to check the effectiveness of the 'New Bolsover, New Beginning' project and associated events in order to gain insight into the thoughts and opinions of residents, gauge satisfaction, measure community involvement and assess health and wellbeing. Awareness of the Friends of New Bolsover community group was good (82.6%), as was the awareness of the Meet the Contractor event (65.2%).

Championing equality and diversity

- Monitored **equality and diversity** in the local area (takes place on a biennial basis) through the Citizens' Panel, most recently in November 2018. The vast majority (**93%**) advised that no discrimination was experienced when accessing council services. A similar proportion (**97%**) advised no discrimination was experienced while living within the district. **8%** of respondents commented on facing discrimination, with the most common reasons being on the basis of age and 'other'. In the same survey **85%** agreed that their local area is a place where people from different backgrounds get on well together.
- Reviewed the Council's 'Single Equality Scheme' where Citizens' Panel members were asked to rate four potential new **equality objectives** focussing on areas where we feel the Council could do more to advance equality of opportunity, eliminate discrimination and foster good relations between different groups. The vast majority (**93% - 98%**) of

respondents felt each of the four suggested objectives were important. Subsequently all four objectives were adopted (with one minor amendment).

They are:

1. Decision-making and services take into account the needs of residents and their communities.
2. Everyone can access our services, facilities and information.
3. Discrimination, harassment and hate crime is not tolerated.
4. Our workforce and workforce policies, support equality.

Transforming Our Organisation

Making the best use of our assets

To ensure that all of our services are as effective as possible and continually aim to improve, we also carry out a programme of internal satisfaction surveys to monitor those services for which the clients are also colleagues. Information from internal satisfaction surveys give an indication of satisfaction and some qualitative feedback, both of which present internal service providers with information to help shape future improvements. As part of the final report on each of these studies, we ask the service to prepare an action plan of how they will respond and act on the findings. Those conducted during 2018/19 include:

- **Joint ICT ISS survey** Almost all (91%) were 'very' or 'fairly' satisfied with the service provided. The top three aspects of the service were "*We are polite and friendly*", "*We are helpful*" and "*We act professionally at all times*". Areas of the service were some respondents felt could improve included replacements of PCs/systems running slowly, service desk provision (out of office hours) and working from home technology.'
- **Joint Payroll ISS survey** Again almost all (89%) were 'very' or 'fairly' satisfied with Payroll. The top three aspects of the service were: "*You can contact our service when you need to*", "*We are polite and friendly*" and "*We are helpful*". There were low levels of suggestions regarding improvements to the service and these mainly related to *communications and provision of information*.
- **Joint FOI ISS survey** Everyone (100%) who responded to this survey were satisfied with the service they received. The top aspects of the service were thought to be "*We are polite and friendly*", "*We are reliable*" and "*We are helpful*". There was no disagreement with any of the 11 measures of satisfaction and very few suggestions for improvement.
- **Joint Health and Safety ISS survey** Almost three-quarters (72%) were 'very' or 'fairly' satisfied with the service received from the health and safety service. The top three aspects of the service were: "*We are polite and friendly*", "*You can contact our service when you need to*" and "*Our staff have the right knowledge and skills to provide our service*".

Comments on possible improvements to the service related mainly to the services' response to issues arising or communication more generally.

- **Joint Performance ISS survey** Almost all respondents (97%) were satisfied with the service provided by the Performance Team. The top three aspects of the service were: *"You can contact our service when you need to"*, *"We are polite and friendly"* and *"We act professionally at all times"*. There was only a low level of suggestions for improvement to the service.
- **Joint Communications ISS survey** Over nine in ten respondents (95%) were 'very' or 'fairly' satisfied with the communications service. The top three aspects of the service were *"We are helpful"*, *"We are polite and friendly"* and *"We act professionally at all times"*. Comments on possible improvements to the service related to there being no improvements necessary. There were some mentions of the website/extranet and specific work areas.
- **BDC Contact Centre ISS survey**
Everyone (100%) who responded to this survey were satisfied with the service they received from the Contact Centre. The three areas with the highest levels of agreement were: *"We act professionally at all times"*, *"We are reliable"* and *"We are polite and friendly"*. Suggestions for improvements to the Contact Centre mainly related to the lack of any need for improvement. However there were a couple which suggested a greater depth of knowledge of other services would be helpful.
- **Travel Survey 2018** This was designed to help the Council understand how employees travel to work and the reasons for them travelling in this way for the purpose of determining how to improve journeys to work and to encourage sustainable modes of travel.
- **Complaints Handling Internal Satisfaction Survey** The results of this undertaking were extremely positive with 13 of the 14 positive statements about the service receiving 100 % agreement. This included 100 % agreeing that customer service was polite, friendly and helpful and communications were clear.

Good consultation leads to better decision-making which reflects the views of our communities, so we encourage as many people as possible to get involved.

There are many ways to have your say on issues in Bolsover District and opportunities to get involved in decision-making:

- **Ask Derbyshire** is a website (www.askderbyshire.gov.uk) which provides information on all current, forthcoming and past consultations which we have run.
- **Join our Citizens' Panel.** The Panel receive up to four surveys a year, these take on average 10 minutes each to complete. They can be filled in online or sent and returned via freepost. If you would like to join please call 01246 242 300.
- Members of the public are welcome to attend the public parts of meetings of the **Council, cabinet and Committees.** To find out more please visit our website: <https://www.bolsover.gov.uk/>
- Give us your views via the **Comments, Compliments and Complaints** system by picking up a leaflets at our offices, completing the online form via our website: <https://www.bolsover.gov.uk/index.php/56-your-council/customer-service/229-your-council-compliments-comments-and-complaints>
- Find out about **residents groups** plus other involvement opportunities such as the Equality Panel by calling 01246 242300.



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